

# **VA SAN DIEGO HEALTHCARE SYSTEM BENEFICIARY TRAVEL REIMBURSEMENT**

## **FREQUENTLY ASKED QUESTIONS**

### **What is the change that is being made?**

We will be closing the two windows at the travel reimbursement office. We will switch from having to wait in line and walk up to the windows to a faster and more efficient method of Veterans using touch screen kiosks located in the travel lobby and all throughout the VA Medical Center and our Community Based Outpatient Clinics.

### **Besides the touch screen kiosks, is there any other way I can submit my travel claim?**

Yes. We have provided reimbursement request forms in the travel lobby at the VA Medical Center. You can fill one out there and drop it in the wall mounted box, you can mail it to the VA from home or you can fax it to the VA at 858-642-6418. Our mailing address is included on the instruction sheet. If you are at one of our Community Based Outpatient Clinics you can give it to clinic staff to forward to the travel department at the VA Medical Center in La Jolla.

### **How long do I have from the date of my appointment to submit my travel claim?**

Thirty calendar days

### **Why is the VA making this change?**

We are making this change to better serve our Veterans. Please read this information to learn more and please contact our Beneficiary Travel staff at 858-552-8585, extensions 5491 or 3826 with any questions you may have.

### **When will this change take place?**

One of our travel windows will close on March 1, 2015. The second window will close on April 1, 2015.

### **Is there a website where I can see more information about this new change?**

Yes, please visit the VA San Diego website at <http://vaww.sandiego.va.gov>

### **How and where do we submit our travel claims?**

You will be able to submit your requests for travel reimbursement one of four ways. 1) You can use any of the touch screen kiosks located in the travel lobby or throughout the VA Medical Center and our Community Based Outpatient Clinics or, 2) you may fill out a travel reimbursement request and mail it in or drop it off in the wall mounted box in the travel lobby on the first floor. 3) If you are at one of our Community Based Outpatient Clinics located in Oceanside, Sorrento Valley, Mission Valley, Escondido, Chula Vista or El Centro you can give your completed form to clinic staff to forward to the travel office at the VA Medical Center in La Jolla. 4) You can fax your completed mileage reimbursement request form to the VA at (858) 642-6418.

**What happens after I use a touch screen kiosk?**

Using the kiosk replaces having to wait in line and walk up to the travel window to do your claim. When you enter your information on the kiosk, a request for reimbursement then automatically prints in the travel office. The office staff processes it for electronic direct deposit to your bank account.

**Have the eligibility rules for Beneficiary Travel changed as well?**

No. The eligibility criteria for Beneficiary Travel benefits remain unchanged.

**This is all new to me. How do I know if I am eligible to receive Beneficiary Travel reimbursement?**

Check with, or call the Beneficiary Travel office at the VA Medical Center in La Jolla at 858-552-8585, extension 5491 or 3826 between the hours of 8:00a.m. and 4:30p.m. Monday through Friday.

**How long does it take from the time I submit my claim until the funds are in my bank account?**

10 to 12 business days.

**What do I do if I don't see the funds deposited into my bank account after that time?**

Please call the Beneficiary Travel office at (858) 552-8585, extension 5491 or 3826 to see if your claim has been processed. If it has been processed but you still have not received the funds into your bank account, please contact Jane Goff in the Finance department at (858) 552-8585, extension 7407 between the hours of 6:00a.m. and 2:15p.m. Monday through Friday.

**What if I don't have a bank account?**

You can be reimbursed by U.S. Treasury check mailed to you. U.S. Treasury checks take approximately two weeks to arrive. **However, as the Department of Veterans Affairs seeks to stop sending out paper checks in the future, we strongly recommend you establish a bank account as soon as possible.** The Department of Veterans Affairs has not established a date when paper checks will end, but it is strongly recommended that you open a bank account as that will make travel reimbursement easier and faster for you.

**I don't receive mail at my residential address. I use a post office box. How does that affect my claim?**

Mileage calculation is based upon the distance from the Veteran's actual residential address to the location of care within the VA San Diego Healthcare System.

**Beneficiary Travel Office (VA Medical Center, First Floor adjacent to the Welcome Desk)**

**Business Hours: 8:00a.m. – 4:30p.m. Monday through Friday. Closed weekends & holidays**

**(858) 552-8585, EXTENSIONS 5491 AND 3826**